



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

SUPERVISING HUMAN SERVICES CONTROL SPECIALIST

Class No. 005233

■ CLASSIFICATION PURPOSE

Under direction, to plan, organize, assign, and supervise the work of a unit of Human Services Control Specialists responsible for conducting quality control and validating the accuracy and completeness of eligibility determinations for public assistance; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

This is the supervisory level class in the Human Services Control Specialist series. Incumbents are responsible for planning, directing, coordinating, and evaluating the work of Human Services Control Specialists and support staff. Positions in this class are allocated only to the Health and Human Services Agency (HHSA).

■ FUNCTIONS

The examples of functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Plans, assigns, organizes, schedules, coordinates, reviews and evaluates the work of a unit of Human Service Control Specialists and support staff.
2. Ensures proper workflow is maintained to meet standards and makes changes to staffing and assignments as necessary.
3. Provides on-the-job training to Human Services Control Specialists and interprets laws, rules, regulations, policies, procedures, and work standards.
4. Reviews reports and recommendations prepared by Human Services Control Specialists for completeness, accuracy, and conformity with laws, regulations, and policies, and provide feedback to employees.
5. Prepares employee performance evaluations and conducts performance review meetings, counseling sessions, and disciplinary meetings.
6. Recommends and implements disciplinary actions as warranted.
7. Administers individual or group meetings and conferences with Human Services Control Specialists, support staff, and other HHSA employees to communicate and interpret rules, regulations, policies, and procedures.
8. Confers with employees on the more difficult problems involving audits, and makes recommendations and to resolve complex case situations.
9. May coordinate staff activities with peers and administrators.
10. Develops new and revised policies, procedures, protocols, forms, and notices for review and approval by HHSA managers and administrators.
11. Determines and implements workflow patterns and staffing and office configurations.
12. Participates in selection interviews and hiring decisions for Human Services Control Specialists, support staff, and other HHSA positions.
13. Participates in studies and research projects pertaining to eligibility determination issues, as directed by management.
14. May perform the more difficult, complex, and sensitive audits and quality control checks pertaining to eligibility determinations for public assistance.

15. Prepares reports, written summaries, and correspondence.
16. Serves as a member of a team of managers involved in ensuring the equitable delivery of benefits, maintaining the accuracy, completeness, and timeliness of completed work, and maintaining efficiency and morale among employees.
17. Stay current on new and revised federal, state, and county legislation, laws, rules, regulations, policies, and procedures pertaining to assistance programs available from governmental and community service agencies.
18. Stays current on provisions, laws, regulations, policies, and procedures pertaining to health care delivery and coverage.
19. Performs statistical surveys, studies, and research projects.
20. Compiles and organizes data.
21. Assists HHSA managers by participating on short and long-range planning projects.
22. Participates as a member on committees and task forces.
23. Participates in conferences, seminars, and formal training sessions on topics such as public assistance programs, patient assistance and service programs, and health care financing.
24. May serve as a representative of the Agency during appeal meetings.
25. Provide responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.
26. Reviews and provides comments on proposed policies, procedures, protocols, forms, training material and corrective action notices.
27. Uses PC applications including: CDS and MEDS, and Microsoft WORD and EXCEL.
28. Seeks program & policy clarification from the Program & Policy Support Division.

Non-Essential Functions:

1. Assists HHSA managers and administrators in preparing program and budget reports.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Supervision and training methods and techniques.
- Provisions of labor agreements and civil service rules pertaining to supervisory responsibilities and tasks such as scheduling, training, performance issues and disciplinary actions.
- Procedures used to validate the determination process and verify the accuracy and completeness of granting, denying, continuing or discontinuing assistance to applicants.
- General service functions of public welfare agencies.
- Public welfare agency and community resources available to applicants and recipients.
- Principal sources of information necessary to establish eligibility for several types of aid programs.
- Confidentiality and privacy laws, rules, regulations, and procedures pertaining to record keeping and disclosure activities.
- Fundamental aspects of diversity and human behavior including persons of varying backgrounds, ethnicities, and socio-economic backgrounds.
- Mission statement, goals, objectives, rules, regulations, policies, and procedures of the Health and Human Services Agency of the County of San Diego.
- Organizations and functions of departments and agencies within the County of San Diego.
- Basic operation and use of computers and software programs such as databases, word processing, spreadsheets, and electronic communications.
- County customer service objectives and strategies.

Skills and Abilities to:

- Direct, organize, prioritize, schedule, coordinate, and delegate a large volume of work to Human Services Control Specialists and support staff to meet deadlines and comply with established agency policies and procedures.
- Establish work performance standards and expectations and effectively and clearly convey such standards and expectations to Human Services Control Specialists so that Specialists are held accountable and responsible for reviewing the accuracy and appropriateness of calculations and determinations pertaining to clients' eligibility for financial and other benefit assistance programs.

- Ensure that Human Services Control Specialists maintain accountability and responsibility when conducting quality control checks and validating the accuracy and completeness of eligibility determinations for public assistance.
- Evaluate the work performance of employees in a fair and consistent manner without bias or prejudice.
- Collect, compile, review, and organize information in a logical fashion.
- Identify actual and potential problems and use sound judgment and logical reasoning when resolving problems and making decisions in the course of work.
- Communicate effectively verbally in a clear, concise, and understandable manner when interacting with those contacted in the course of work.
- Communicate in written form clearly and concisely when preparing documents such as analytical and statistical reports, memos, correspondence, written summaries, budget requests, performance evaluations, and classroom training materials.
- Maintain confidentiality of files and records that are considered personal and sensitive in nature.
- Accurately maintain and update automated and manual files, records, and documents.
- Use personal computers, laptop computers, projectors, overhead projector, video equipment, and other audio-visual equipment, calculators, copy machines, facsimiles, and telephones and modern office equipment in a safe and efficient manner.
- Establish effective working relationships with management, employees, employee representatives and the public representing diverse cultures and backgrounds.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are: One year of experience performing technical work in conducting quality control and validating the accuracy and completeness of eligibility determinations for public assistance. An example of qualifying County experience is: one (1) year of full time experience as a Human Services Control Specialist for the County of San Diego OR one (1) year of full time experience as a Supervising Human Services Specialist for the County of San Diego.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Frequent: sitting and bending of neck. Occasional: walking, standing, bending of waist, squatting, kneeling, twisting of neck and waist, use of dominant hand, repetitive use of hand, simple grasping with hands, fine manipulation with hands, pushing and pulling with hands, reaching above and below shoulder level and lifting and carrying case file weighing up to 35 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None Required.

Working Conditions

Work may involve travel when working in locations in the field such as hospitals, medical clinics, and homes of clients and patients. Incumbents may work under uncertain, unpredictable, and emotionally charged conditions when interacting with persons who are irrational, erratic, upset, hostile, and violent. Incumbents may interact with persons who are mentally ill, homeless, and under the influence of alcohol or drugs. When visiting medical facilities, incumbents may interact and work in close proximity with patients.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 6 months (Civil Service Rule 4.2.5).

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Supervising Human Services Control Specialist (Class No. 005233)

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Variable Entry: Y